# Administrative Office of the Courts

## Operations Division

**Questions/Responses No. 3 to the**

**Request for Proposals (RFP) K19-0076-25G**

**Mediation Case Management Software, Maintenance & Training**

Ladies and Gentlemen:

The following questions for the above referenced RFP were received by e-mail and are answered and posted for all prospective Offerors. The statements and interpretations contained in the following responses to questions are not binding on the Maryland Judiciary unless the RFP is expressly amended. Nothing in the Maryland Judiciary's response to these questions is to be construed as agreement to or acceptance by the Maryland Judiciary of any statement or interpretation on the part of the Offeror asking the question.

16. Question: Are the databases all the exact same data model with no differences?

     Response: All centers are using the same version of MADtrac software, however, that software does include customizable fields that some centers use, and others don't. Where custom fields are used, we have included those data elements in the section 2 of the RFP.

17. Question: We are trying to determine what the level of effort will be to convert your 15 databases into 1 and need a little more information to do that. If possible, we will want to write one conversion program that is run 15 times versus writing 15 separate conversions, which will be substantially less effort and money. Can you provide a list of fields of data that you will need converted to the new system? Are they all the same for all 15 databases? If not, what are the fields that are the same for all 15 and what are the fields of data that are different.

     Response: We are not able to provide a list of all fields used in the current software at this time. What we can say is that all 15 centers use the same software with the same fields. Some centers will have used the customizable data fields differently than others. These are only a few fields. All other fields are exactly the same for all centers. The new requirements also call for customizable fields. These fields should be able to be mapped in the conversion. For example, a field that Practitioner Custom1 in the current database should be able to be matched to a similarly labeled field in the new system.

18. Question: Regarding Attachment E on page 56, it appears AOC has a preference for a cloud-hosted solution vs. an on-premise solution. Is this correct?

    Response: Yes

19. Question: Regarding Attachment E on page 56, it appears AOC have a preference for a software subscription vs. a perpetual license solution. Is this correct?

    Response: The AOC is open to either option.

20. Question: Regarding item 2.2.1 on page 12, does AOC use a directory service like Active Directory for user authentication? Does AOC prefer a single sign-on solution using AD for the Case Management system?

    Response: Users will be based in different organizations, so we do not intend to use Active Directory.

21. Question: Regarding item 2.2.1 on page 12, for the users be outside organizations like the independent non-profits, will they be outside users – i.e., won't be part of your Active Directory/LDAP services so they wouldn't be able to login as an Active Directory user for Single Sign-on? Can you break out the 250-1000 users in terms of who would have access to a single sign-on solution using AD vs. external users of the system who may not be in your Directory Services?

    Response: Nearly all users will be external to AOC.

22. Question: Regarding item 2.2.3 on page 12, of the 250-1000 users on the system, what is your best estimate of how many would typically be logged on and using the system at any given point in time for concurrent licensing purposes?

    Response: Unable to estimate accurately, however, the heaviest users will be staff at the community mediation centers. This is likely to be about 100 users across all centers.

23. Question: Regarding a 'Data Sharing' item on Page 23 ("All centers have the ability to submit reports to outside partners/funders."), is automatic email distribution of the reports (to a pre-defined/maintained email recipient list) sufficient?  Or, would AOC prefer an integrated self-service web portal or distribution via secure file sync and share?

    Response: We are open to multiple options.  Centers currently do this through export and email, as well as by having shared Google Sheets with outside partners.  However, this process requires double entry, or export to a spreadsheet and then upload to Google Drive.

24. Regarding item 2.2.6 on page 12, can AOC provide additional details about the MS Access migration task such as:

a. Question: How much data (# of records) needs to be migrated?
   Response: This will depend on when the migration takes place and how many cases the Centers have closed since January 1, 2019 and how many they have active at that time. What we can provide are the total number of closed cases the centers had in 2018:

   - 7,568 case referrals
   - 12,859 client intakes (client records)
   - 2,536 cases where mediation or another ADR process (such as facilitation) happened, and these cases included 3,654 mediation/ADR sessions. There will be additional records related to referral sources, case notes, mediators, staff, and outreach activities. These are harder to quantify across all centers.

b. Question: Does the *'Closed cases from January 1, 2019 to the date of go-live'* filter/range represent the entirety of the records that require migration?
   Response: Centers will have case data the pre-dates January 1, 2019. We are choosing not to bring in their entire history of cases.

c. Question: Do any 'Active' cases need to be migrated?
   Response: Yes. Centers will have active cases that will need to be migrated.

d. Question: Approximately how many data tables are in Access?
   Response: This information will be issued in our next question/response release.

e. Question: Is the MS Access tables schema consistent with the data elements presented in the RFP? (pages 13-20)
   Response: Generally, yes.

Issued by: Whitney Williams
Procurement Officer
March 21, 2019